

**NC Department of Crime Control & Public Safety
Information Technology Job Family
Networking Analyst Competencies**

Description of Work: This is technical and analytical work in providing network component planning, configuration, installation, maintenance, high-level trouble-shooting and security. Analysts consult with clients to determine future network, voice and video infrastructure requirements and their costs. Analysts will design additions to the network, determine solutions to complex network problems and issues of network integrity and security. Work may include the design and review of infrastructure and outside requirements for distribution of cabling and network components. Work may also include analysis of network performance complete with resulting recommendations.

Functional Competencies	Contributing	Journey	Advanced
<i>Planning and Organizing</i>	Works independently on tasks, develops own work schedule and monitors progress against defined parameters.	Organizes and follows complex and/or detailed technical procedures. Works independently and performs job with minimal supervision.	Independently manages project timelines, resources, staff and leads implementation efforts. Plans and organizes day-to-day work of other technicians and/or analysts.
<i>Project Management</i>	Serves as a productive team member on a project team or manages a project task. Substantively contributes to project meetings. Follows processes and approvals for projects.	Manages one portion of a larger project or assumes responsibility for projects of limited complexity. Develops project plans, manages milestones and drives project forward. Accountable for keeping project on track. Anticipates project problems and leads collaboration to avoid or manage problems.	Manages projects of medium to high complexity. Develops project plan, manages milestones and drives project forward. Keeps project on track.
<i>Technical Knowledge</i>	Understands theory behind specialty area and requires some guidance. Uses general understanding of technical theory to coordinate and consult with technical staff.	Exhibits working knowledge of specialty area demonstration by an understanding and application of the general principles, theories, and practices pertinent to the specialty. Uses theoretical understanding of technology to translate needs into technical specifications.	Serves as an experienced technical resource. Uses detailed understanding of technical, substantive, and methodological issues and theories to provide direction for technical staff.
<i>Technical Solution Development</i>	Works with own specialty with the ability to integrate and coordinate elements within that specialty. Demonstrates an understanding of the standard technology and systems in place. Contributes to the support of the operation. Integrates knowledge and skills from other specialties to	Supports technology by exploring and adapting to changing technologies. Independently applies technical judgment to work assignments to achieve desired outcomes. Demonstrates substantial knowledge of other work specialties and the ability to integrate this knowledge	Demonstrates in-depth knowledge of other work specialties and the ability to integrate this knowledge base to achieve solutions to highly complex problems. Investigates, researches and implements new technologies in specialty or related area.

NOTE: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class, but may not be applicable to all positions.

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	address work assignments and problems of simple to moderate complexity.	base to achieve solutions to complex problems.	
<i>Technical Support</i>	Effectively uses available tools in problem solving and systems analysis. Resolves routine and non-routing problems. Seeks out advanced level support to assist as needed.	Independently resolves routine and non-routine technical problems. Spots trends in recurring problems and takes action to prevent future occurrences.	Recommends methods of resolving problems to lower level analysts or customers. Serves as a key resource in solving problems of high complexity.
<i>Consultancy Skills</i>	Conveys technical information to client and promote understanding of relevant issues.	Consults with clients and higher-level technicians and analysts to resolve technical problems and ensure client satisfaction.	Consults with clients to develop solutions using existing technologies. Consults with clients on issues and requests that require the implementation or creation of a custom solution.

MINIMUM TRAINING AND EXPERIENCE:

Graduation from a four year college or university with a major in electronics, telecommunications, engineering, or a closely related field.
Experience in the field of work related to the position's role may be substituted on a year-for-year basis.

Degrees must be received from appropriately accredited institutions.

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